

Students Mentors..... Liaisons



"Working Toward the Same Goal" 2002

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Why LANL Hires Students

Hiring student employees is an institutional goal for the Laboratory. Hiring students at LANL helps in developing a talented workforce to meet the current and future needs of this ever-changing organization. These student employees will become the next generation of experts in their fields.

“Mentoring is how we help people succeed.” – John Browne

What is a Mentor?

A mentor can be broadly defined as a trusted advisor, teacher, coach, facilitator and/or role model. The primary purpose of a mentor is to help students succeed! Effective mentoring can help students to understand and learn in a safe and professional work environment, and to establish a mental framework of what is expected in the work place. A mentor provides support and helps to create a positive working atmosphere by orienting students to the professional work environment.

A mentor provides:

- An opportunity to learn
- Meaningful work related to academic and career goals
- A realistic education and workplan
- A challenging work assignment
- Guidance and coaching
- Necessary materials required to do the work described in the Education Workplan

Successful Mentoring

Successful mentoring has been identified by the degree of satisfaction of both the mentor and intern along with the results of their collaboration. Successful mentors enjoy teaching students and are willing to take the time to do so, again and again. There are many ways for different individuals to be successful mentors, so the goals are modest.

Student Workplan

The student workplan defines the type of work that will be accomplished during the student's appointment. It provides a description of the work assignment and projects, along with the necessary skills and educational background needed to perform the research/work. The workplan (see page 13 for a sample) is used as a tool for both the mentor and student to establish a clear, mutual, and meaningful educational Laboratory experience. To submit a workplan, go to: (<http://hogwarts.lanl.gov/epo>).

Student/Mentor Workplan

Discussion Guide

As stated above, every student has a detailed workplan. The Student/Mentor Workplan Discussion Guide is an important form that needs to be completed by you and your mentor and returned to STB-EPO within **seven working days** of your hiring. This form will ensure an understanding of your work assignment.

At the end of your appointment, you will be given an opportunity to evaluate your experience at LANL through an exit survey. Your input provides us with necessary feedback that will be used to improve student programs. (see page 10 for the guide)

Student Posting Initiative

This new website will allow mentors to post educational co-op and student internship positions. Mentors will be able to evaluate prospective student employees from a broader pool of applicants. Students too will be able to access the website and submit resumes and apply for available positions. Much of the information posted by mentors will automatically fill the student workplan.

Keys to Successful Mentoring

Expectation management, time and selection of the research project are key in successful collaboration with students. A mentor who does not pay close attention to these areas are setting the stage for a disappointing experience for both mentor and student.

Expectation Management

Expectation Management is important when working with students as it allows Laboratory mentors to utilize tools to help match the expectations of both the mentor and student ensuring a quality and meaningful experience for both parties during the relationship. Expectation Management is critical in selecting both the student and work project.

Time

A mentor is a teacher who should expect to spend a lot of time with the student. Students regardless of status (High School Co-op, UGS or GRA) look forward and need time and guidance with their mentor. You should expect that student employees may have many questions therefore; regular meeting times are important to both the learning and work process.

Selection of an Appropriate Research/Work Project

Part of expectation management is the importance of selecting an appropriate project before the student arrives. Projects should have a defined goal that the student has a reasonable chance of meeting during the student's appointment. The project should also be flexible enough so that it can be shortened or lengthened depending on the success rate of the student as the project progresses. If possible the project/research should have two to three levels, or stopping places. It is also beneficial to the student to see how their work fits into the bigger picture of the group/division.

No-fault Termination of Relationship

If either the mentor or student cannot meet the goals and objectives that have been outlined, discuss a no-fault end to the relationship. As the mentor, please first contact your Division Student Liaison, then the EPO-Student Liaison, Carole Rutten, at 665-5194 or crutten@lanl.gov so that the student can be assisted in getting another mentor.

Housing Office

Historically, housing for students in Los Alamos has been a continuing problem. Each year, the Housing Office attempts to locate and secure agreements for adequate student housing with varying degrees of success. Therefore it is important that you inform your students that it is their responsibility to find housing in the Los Alamos area. Students can be directed to the Chamber of Commerce website (<http://www.losalamos.com/chamber/>) for privately owned accommodations in Los Alamos and surrounding communities. The Housing Office website is: (<http://bus.lanl.gov/bus/housing/default.htm>). The Housing Office website is (<http://bus.lanl.gov/bus/housing/default.htm>). Housing staff is available to answer questions. They will continue to work on the behalf of the students to secure rental agreements. Students with transportation have more options than those without.

Transportation

Students who do not have a vehicle can get around town and to the Laboratory via the Los Alamos Bus System (www.labus.org). Schedules can be obtained at the New Hire Office in the Otowi Building or through the website. LANL also provides a FREE TAXI service to all Laboratory sites. This service is available to LANL employees during work hours. Call **667-TAXI** to make arrangements. Car pool information can be found on the Student Association Bulletin Board at (<http://sa.lanl.gov>).

Sexual Harassment

The Laboratory does have a policy regarding sexual harassment that prohibits sexual relationships with subordinates/mentees. The policy can be found under Protected Characteristics (AM 101). The resources available to you as a mentor regarding sexual harassment are; staff relations (7-8730), the HR generalist for your division, the Employee Assistance Program (EAP) or the Ombuds office.

Preparing for Your Student to Arrive

You can prepare for your student's arrival by:

- Reviewing the Student/Mentor Discussion Guide
- Reviewing the Student Posting Initiative
- Developing and submitting the Student Workplan
- Ensuring that your student will have the necessary tools to conduct their work (ie: desk, phone, computer etc.).

When Your Student Arrives

Upon arrival of the student, it is important to:

- Meet with your student and adjust and finalize the Student Workplan
- Review and modify, if necessary, the Student/Mentor Discussion Guide with your student
- Introduce your student to other students and the student liaison



Student's First Days at LANL

The first few days for students are busy with becoming familiar with the Laboratory. Students receive an orientation packet and complete the new hire process with Human Resources. They are also informed of available resources as well as site-specific training that may be required prior to their being authorized to conduct work. General Employee Training (GET) is a course that is required of all LANL and contract employees.

Work Schedule Options

It is important to notify your student of work schedule options. For example, during the first week students are required to work a five day (Monday-Friday) eight hours per day schedule. After this the student may request a different option such as the 9/80 schedule. Upon your approval, the student's schedule can be modified. It is encouraged that student employees and mentors have compatible schedules.

Important Information to Share with Your Student

End of Appointment Responsibilities

Three weeks prior to the end of the student's appointment, the student should notify the Human Resources generalist, you the mentor, and the student liaison regarding the student's departure. Forms will be initiated to reflect the appointment change of status i.e. casual, part-time, full-time, offsite.

Off-Site Student Policy

The off-site Student Policy is for a student who is actively participating in one of the Laboratory's Student Programs as a full-time, part-time, or casual status employee whose primary work location is NOT on LANL property. Remember, all requirements must be met and APPROVED, BEFORE work is permitted off-site. Please see <http://www.hr.lanl.gov/hrstaffing/StudentPrograms/offsite.stm> for specific requirements. Off-site packets should be completed at least **two weeks prior** to the student's departure date.

Exit Survey

An Exit Survey will be provided at the end of the summer. This will allow students to provide input on their summer experience at the Laboratory. Although this survey will be available, students should feel free to provide comments throughout their stay. To seek information or to provide suggestions regarding student programs, students should contact:

Carole Rutten, Laboratory Student/Mentor Liaison
STB/EPO
665-5194
crutten@lanl.gov

Summary

This handbook is designed to provide essential tools for creating a highly effective education and work experience for the mentor and student. The handbook outlines the objectives and skills necessary in creating a positive and mutually meaningful mentoring experience for students and mentors along with the necessary forms that are needed to prepare for this relationship.

Mentoring relationships fill many different needs for different people. Some mentoring relationships last a short period of time while others last a lifetime. Do not evaluate the quality of your relationship on the amount of time that it lasts; instead, focus on the level of growth you and your student experience from the process as well as from interacting with one another.

References

Brainard, Suzanne G., Harkus Deborah A., St. George, May R. *Mentors and Internes: Professional Mentor Handbook* University of Washington-Seattle: Women in Engineering Initiative WEPAN Western Regional Center.

Adams, Stephanie G., Adams, Howard G. *Techniques for Effective Undergraduate Mentoring: A Faculty/Student Guide*. The National Consortium for Graduate Degrees for Minorities in Engineering and Science, Inc.

For more information regarding mentoring, contact:

Carole Rutten
STB/EPO
665-5194
crutten@lanl.gov

LANL Mentor Resources

Student Liaisons

Student liaisons are an additional resource for students. Each division/group has a student liaison. Liaisons add values to students' experience by working with the mentor, linking students to needed resources within the division, the Laboratory, and the community. Liaisons help make the Laboratory a more manageable place so that students can focus and be more effective in their work projects. Get to know your liaison as soon as you are able.

Student Liaison List

Group	Last Name	First Name	Phone	E-mail	Mail Stop
B	Park	Min	667-5701	park_min_s@lanl.gov	M888
B-2	Freyer	Jim	667-8229	freyer@lanl.gov	M888
BUS-DO	Beck	Patricia	667-2710	pbeck@lanl.gov	P291
BUS-1	Segura	Stephanie	665-2625	segura_stephanie@lanl.gov	P239
BUS-2	Salazar	Joann	665-8239	jsalazar@lanl.gov	P292
BUS-3	Johnson	James	665-8083	jpj@lanl.gov	P233
BUS-4	Van Eeckhout	Mary	667-5245	msvan@lanl.gov	A190
BUS-5	Sandoval	Joann	665-4024	jsand@lanl.gov	D447
BUS-7	Perez	Camilo	665-0704	cperez@lanl.gov	P277
BUS-8	Nuttall	Linda	667-2001	lindan@lanl.gov	P202
C-AAC	Hobart	David	667-0205	dhobart@lanl.gov	G740
CCN					
CST-DO					
C-DO	Schuch	Cathy	667-4457	cathys@lanl.gov	J515
D-5	Holland	Joe	667-4910	jvh@lanl.gov	F602
D-10	Pelowitz	Denise	667-0912	dbp@lanl.gov	K575
DVO					
DX/DX-2					
EES	Lavine	Alexis	667-3605	alavine@lanl.gov	D462
E	Hartwell	Ware	665-1284	ware@lanl.gov	J591
EM	Hartwell	Ware	665-1284	ware@lanl.gov	J591
ESA	Lamkin	Diane	665-1957	dlamkin@lanl.gov	C936
ESH	Rey	Virginia	665-8769	vrey@lanl.gov	K483
FWO	Roybal	Shelly	665-7488	shellyr@lanl.gov	K492
GR	Maes	Evelyn	667-0338	emaes@lanl.gov	A103
HR	Atencio	Loretta	667-1887	lma@lanl.gov	P124

IM					
LANSCCE	Martinez	Bonnie	667-5534	bonnie@lanl.gov	H845
LC	Castille	Ellen	667-3766	castille@lanl.gov	A187
MST-CMS				-	
MST-STC	Espinoza	Brenda	665-3030	bme@lanl.gov	K763
MST-6				-	
MST-10	Taylor	Toni	665-0030	ttaylor@lanl.gov	K764
MST-11					
NIS	Ulibarri	Tina	665-7353	tinau@lanl.gov	F650
NMT-4	Gonzales	Robert	665-5250	rlg@lanl.gov	E513
NMT-16	Foropoulos	Jerry	667-0983	jzf@lanl.gov	E500
OEO	Wersonisk	Debra	667-7870	sonic@lanl.gov	C329
P-21				-	
P-24	Maestas	Lucy	667-4879	imaestas@lanl.gov	E527
P-25	VanHecke	Hubert	667-5384	hubert@lanl.gov	H846
PA	Salazar	Susie	665-9475	susies@lanl.gov	C177
PM-4					
S	Eres	Sally	665-1649	eres@lanl.gov	G729
STB					
T-4	Collins	Lee	667-2100	lac@lanl.gov	B212
T-3	Whittington	Susan	667-7380	rolwhit@lanl.gov	B210
T-6, 8, 13				-	
T-10	Hlavacek	William	665-1355	wish@lanl.gov	K710
T-11	Albers	Bob	665-0417	rca@lanl.gov	B262
X				-	

Student Association

The LANL Student Association (SA) is very active and strong. All LANL students should check the website for upcoming events, meetings, tours, social and educational activities, bulletin board, calendar of events, and much more. Students are encouraged to participate as time and interest permits.

Students are encouraged to become involved with the LANL Student Association (SA). Membership is voluntary and it is the intent of the SA to obtain representation from all programs, divisions and groups that are offered at the Laboratory. All students are invited to join the SA. Please be sure to visit the web site: <http://sa.lanl.gov> .

Ombuds Office

Offers confidential brainstorming, venting, advice, facilitation, mediation, organizational assessments, and referrals.

Any Laboratory employee, contractor, student, or business may use the services.

For more information, contact:

Phone: 665-2837

Email: ombuds@lanl.gov

Web: <http://www.lanl.gov/ombuds/>

Student Programs Advisory Council (SPAC)

SPAC is composed of Laboratory employees who advise LANL management on student-related issues and policies. The mission of SPAC is to insure that every student has a quality and positive experience at LANL.

The SPAC website is <http://set.lanl.gov/spac/index.html> . SPAC meetings are open and student and mentor involvement is encouraged.

Symposium 2002

Annual Symposium: Highlighting Student and Postdoctoral Research “Championing Scientific Careers”

The Annual Symposium is an opportunity for all students and postdoctoral appointees to present their learning experiences and scientific research. The intent of the Symposium is to broaden students’ and postdoctoral appointees expertise and to prepare them for careers in the sciences. The event will take place on July 29-30, 2002. For more information about the Symposium see the web site at <http://set.lanl.gov/symposium>.

Mentor Resources and Tools

Student/Mentor Workplan Discussion Guide

ACTION REQUIRED - SIGN AND RETURN TO STB-EPO

This instrument is intended as a discussion aid between the student and you, the mentor. This form must be completed and returned within **seven days of your hiring**.

Please select appropriate category:

- ☐ High School Co-op
- ☐ Undergraduate Student (UGS)
- ☐ Graduate Student (GRA)

Please select one:

(Based on Workplan and degree area)

- ☐ Administrative
- ☐ Technical

Student Information:

Name: _____

Division/Group: _____

Z-Number: _____

Phone #: _____

E-mail: _____

Mentor Information:

Name: _____

Z-Number: _____

Phone #: _____

E-mail: _____

Time Length of Studentship:

- ☐ Summer
- ☐ Semester (non-summer)
- ☐ Year
- ☐ Other: _____

Work hours of Studentship:

- ☐ Part Time
- ☐ Full-Time (40hr./wk)

Work Plan Checklist: (Please initial each item when complete)

Work Schedule

We have discussed not only the 9/80 versus 5/40 work schedule options, but also the expectations for working hours (beginning, duration, and end, each day) which best balances programmatic needs with student/mentor and student/team interaction. We have decided upon the following work schedule (select one):

☐ 9/80 Schedule A

☐ 9/80 Schedule B

☐ 5/40 (M-F)

☐ Other please describe:

* Initial M _____ S _____
(Mentor) (Student)

Meeting Schedule

We agree on the following meeting schedule (select one)

☐ Daily

☐ Weekly

☐ 2-3 times per week

☐ Other please list: _____

* Initial M _____ S _____
(Mentor) (Student)

Responsibilities and Expectations Section

We have reached agreement on the responsibilities and expectations section of the Student work plan. We have discussed the responsibilities and expectations listed and have modified them in the following manner to reflect changes to work assignment.

Comments or Changes: _____

* Initial M _____ S _____
(Mentor) (Student)

Performance and Learning Objective Section

We have discussed the performance and learning objectives section of the Student Work plan and agree on the following end-of-assignment deliverable (i.e. technical talk, Symposium presentation, publication, web site, etc.) Please list and describe deliverable.

* Initial M _____ S _____
(Mentor) (Student)

Integrated Safety Management (ISM)

We have discussed “Integrated Safety Management,” and “The Six Zeros”, and the inherent responsibilities of every employee in regard to these Lab-wide initiatives. (check off as discussed)

Safety and Security

Policy

- ☐ Define Work
- ☐ Analyze Hazards & Threats
- ☐ Develop Controls
- ☐ Perform Work
- ☐ Ensure Performance

The Six Zeros

- ☐ ZERO injuries and illnesses on the job
- ☐ ZERO safeguards and security incidents
- ☐ ZERO injuries and illnesses off the job
- ☐ ZERO environmental incidents
- ☐ ZERO ethics incidents
- ☐ ZERO people mistreatment incidents

* Initial M _____ S _____
(Mentor) (Student)

Student Long-term career plans:

Student departure date: _____

Signatures:

Student: _____

Date: _____

Mentor: _____

Date: _____

Mail To: Education Program Office, MS-M709
Carole Rutten, LANL Student Mentor/Liaison

Sample Workplan (technical & administrative)

Los Alamos National Laboratory Education Programs Student Workplan

Student Classification: Graduate

Type of Position: Technical

Prepared by: 990990

George Jetson

Date: Thursday, January
14, 2002 5:11:18 PM

Student Z Number: 999999

Student Name: John J. Johnson

School Attending: University of Wisconsin

Group: NIS-2

Division: NIS

Mail Stop: D-436

Anticipated Start Date: 05/06/2002

Mentor Z Number: 990990

Mentor Name: George Jetson

Mentor Phone: 665-0000

Mentor Email: gjetson@lanl.gov

Description of Work Assignment

John Johnson will work on the Orphan Transients project, a project aimed at finding optical transients from gamma-ray bursts for which no satellite trigger was given. This project is crucial in trying to solve the mystery of gamma-ray bursts, one of the most important problems in astrophysics.

In working on this project, John will learn many new tools in several disciplines, including high-energy astrophysics, machine learning, software engineering, computational science and high-performance computing.

John will be expected to formulate new ideas and algorithms for finding and classifying optical flashes seen by rapid-response telescopes (such as LANL's Raptor), to write software to process incoming telescope data in real time, and to write software to do machine-learning-based classification of this data in real time.

Student Learning Areas

Office Admin Skills:

Not Applicable

Employability Skills:

Not Applicable

Technical Skills:

Advanced

Research Skills:

Advanced

Communication Skills:

Advanced

Critical Skills Areas

Primary: Physics

Secondary: High-Performance Computing and Simulation

Mentor Tool Kit

Contacts & Resources

<i>TITLE</i>	<i>CONTACT INFORMATION</i>	<i>COMMENTS/NOTES</i>
AA/EEO	Phone: 667-8695	
Badge Office	Phone: 667-6901	http://badge.lanl.gov/
Benefits Office	Phone: 667-1806	http://int.lanl.gov/worklife/benefits/
Bradbury Science Museum	Phone: 667-4444	http://www.lanl.gov/worldview/museum
Diversity Office	Phone: 667-5665	http://www.lanl.gov/orgs/dvo
Division Human Resources	Name: Phone: E-mail	
Education Programs Office Student Program Liaison	Name: Carole Rutten Phone: 665-5194 E-mail: crutten@lanl.gov	http://education.lanl.gov/EPO/
UGS/HS Co-op Coordinator	Name: Mindy Mendez Phone: 665-9466 E-mail: studentinfo@lanl.gov	
GRA Coordinator	Name: Kari Lier Phone: 667-3799 E-mail: studentinfo@lanl.gov	
ESH Hotline (Safety Concerns)	Phone: 665-5010	
First Aid	Phone: 667-7839	
Food (Aramark Otowi Bldg)	Phone: 667-3591	Hours of Operation: Breakfast: 6:30-10:00 Lunch: 11:00-1:45 SweetShop: 10:00-4:00 www.int.lanl.gov/services/CafeteriaMenu/
Health Office	Phone: 667-7166	www.int.lanl.gov/worklife/health/
Housing Office	Name: Vicki Barnett Phone: 667-1727 E-mail: housing@lanl.gov	http://bus.lanl.gov/housing/default.htm

<i>TITLE</i>	<i>CONTACT INFORMATION</i>	<i>COMMENTS/NOTES</i>
Human Resources (Staffing-Student Programs)	Phone: 667-0870	www.hr.lanl.gov (weblink to student program hiring info page)
Emergencies Immediate Danger	Phone: 665-3505 Phone: 911	fire, unattended bags, etc. http://lanl.gov/orgs/s/
Lab Locator	Phone: 667-5061	Search on web http://int.lanl.gov/tools/phone/labphone.shtml
Laboratory Operator	Phone: 667-5061	- External Web Site: www.lanl.gov/worldview Studental Web Site: www.int.lanl.gov
Mediation Center	Phone: 667-9370	
Medical/Personal Issues ESH-2 Employee Assistance Program	Phone: 667-7251 Phone: 667-7339	
Los Alamos Medical Center	Phone: 662-4201	Allergy shots, pharmacy, and emergency care
Ombuds Office	Name: Pavlo Quintana Phone: 667-9330 E-mail: pavlo@lanl.gov	www.lanl.gov/ombuds/
Research Library	Phone: 667-5809 E-mail: library@lanl.gov	Starting place for assistance with Library needs http://lib-www.lanl.gov/
Safety and Security Concerns Safety (ISM) Security	E-mail: security-www@lanl.gov Phone: 665-6295 Phone: 665-2002	http://int.lanl.gov/safety/
Staff Relations (Complaints, harassment)	Phone: 667-8730	
Student Liaison	Name: Phone: E-mail:	Resource Person: will provide direction to appropriate contacts

<i>TITLE</i>	<i>CONTACT INFORMATION</i>	<i>COMMENTS/NOTES</i>
Student Mentor	Name: Phone: E-mail:	Primary Contact Person
TAXI	Phone: 667-TAXI (667-8294) or 667-3701	From Lab property to Lab property Charges pre-collected from Division and Group Offices
Vandalism, Threats, Theft (Special Projects Office)	Phone: 665-3505	
Violence in the Workplace (Staff Relations)	Phone: 667-8730	
Waste, Fraud, and Abuse	Phone: 665-9999	
Weather Updates	Phone: 667-6622 or 877-723-4101	Lab closures or delays

